



News Release

Media Relations Office

Washington, DC

Tel. 202.622.4000

For Release: 12/12/02

Release No: IR-2002-137

NATIONAL TAXPAYER ADVOCATE SELECTS DERYLE J. TEMPLE AS FIRST DIRECTOR OF THE TAXPAYER ADVOCACY PANEL

WASHINGTON – National Taxpayer Advocate Nina E. Olson announced today the selection of Deryle J. Temple as the Director of the Taxpayer Advocacy Panel (TAP). Temple will direct a geographically dispersed staff of approximately 20 IRS personnel to support the panel's activities. The TAP has 102 members representing each of the 50 states. The panel listens to taxpayers, identifies issues and makes suggestions for improving IRS service and customer satisfaction.

Temple is the first individual to hold this position. Her appointment is effective December 2002.

"Deryle's breadth of knowledge about the IRS will help direct panel members to appropriate resources within the IRS," Olson said. "Her experience demonstrates her proven ability to provide direct leadership and effective advocacy."

Temple most recently served as the Taxpayer Advocate Service's Area Director for New York/New England. Her IRS experience also includes Taxpayer Service Representative, Branch Chief for Walk-in Customer Service sites and the Centralized Problem Resolution Program, Coordinator for Volunteer and Education programs and Recruitment Coordinator. She also has extensive experience within the problem resolution arena, including Local Taxpayer Advocate for Manhattan and as a member of the New York Stakeholder Relationship Management Council.

Temple began her IRS career in Houston, Texas in 1983. She completed the IRS Executive Readiness Program in May 2002.

The Treasury Department created the Taxpayer Advocacy Panel in October 2002 by expanding the old Citizen Advocacy Panel. Each panel member is a U.S. citizen who will volunteer approximately 300 hours during the year. Professions represented on the panel include small business owners, retired military, professors, tax professionals, and one former state legislature member. During 2003, the panel will focus on priority topics concerning individuals and small businesses.

The panel is under the jurisdiction of the National Taxpayer Advocate, who is responsible for reports to Congress that identify areas in which taxpayers have problems in dealing with the IRS and recommends legislative changes to mitigate taxpayer problems. Individuals and businesses experiencing hardships or tax problems that have not been adequately resolved through standard procedures may contact the Taxpayer Advocate Service toll free at 1-877-777-4778 to request assistance.

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